

Position Summary

This position is responsible for ensuring that healthcare providers statewide comply with the healthcare liability insurance laws to ensure that coverage is in place for the protection of the citizens of Wisconsin. Duties and responsibilities include implementing noncompliance procedures against healthcare providers who have not complied with the insurance provisions of Chapter 655, Wis. Stat., including conducting investigations to determine status of provider insurance noncompliance, initiating the enforcement process, and developing procedures for monitoring provider noncompliance; communicating to health care providers the requirements of mandatory liability insurance; assisting the Injured Patients and Families Compensation Fund (Fund) director in preparing and promulgating administrative rules and reviewing legislation affecting the Fund; and preparing special reports on the status of the noncompliance of health care providers with certificate filing procedures. Work is performed under general supervision.

Goals and Worker Activities

- 35% A. Certificate filing process and monitoring of insurance certificate filings made by primary insurers.
 - A1. Process the electronic filed certificates in coordination with IT staff and maintain proper documentation to ensure an adequate audit trail.
 - A2. Work closely with the IT Dept in the development of data processing system to improve and enhance the current system regarding the certificate database.
 - A3. Review filings; investigate errors and correspond with the primary insurer as needed.
 - A4. Follow up on filing errors to ensure that the correct coverage information is in the Fund's system.
 - A5. Investigate to determine actual status of provider insurance noncompliance. Work with providers to rectify noncompliance status.

- 25% B. Implementation of noncompliance procedures against providers who have not complied with insurance provisions of ch. 655, Wis. Stat., including purchase of tail coverage.
 - B1. Initiate insurance noncompliance letters when it is determined that a potential violation exists.
 - B2. Prepare files containing necessary documentation and initiate enforcement actions.

- B3. Develop and maintain up-to-date procedures for monitoring provider noncompliance, including tail coverage compliance.
 - B4. Work closely with the Department of Safety and Professional Services regarding noncompliance issues with providers.
 - B5. Establish procedures and initiate enforcement actions for the late filing and the incorrect filing of certificate information from primary carriers.
 - B6. Maintain files on all late filing fees including proper documentation for hearings.
 - B7. Develop and implement procedures to ensure collection of fees.
 - B8. Prepare forfeiture case summaries for legal counsel and management.
 - B9. Work with other staff to ensure that back up is kept informed of changes with respect to certificate filings and late filing fees.
- 20% C. Communicate with providers as to the requirements of ch. 655, Wis. Stat., with respect to mandatory insurance; investigate and research issues as they arise.
- C1. Respond to inquiries from providers, and insurers on ch. 655, Wis. Stat., and the necessary compliance with its requirements.
 - C2. Respond to inquiries from providers and insurers requesting information on their certificates and filing requirements.
 - C3. Respond to various associations and provider groups regarding the requirements of ch. 655, Wis. Stat., filings.
 - C4. Respond to requests for coverage data and reports.
 - C5. Prepare public information documents and brochures regarding ch. 655, Wis. Stat., requirements.
 - C6. Assist Fund chief in preparation of and promulgation of administrative rules and review of legislation affecting the Fund.
- 10% D. Provide provider compliance expertise to the Board of Governors and Legal Committee.
- D1. Act as lead staff to the legal committee including preparation of agendas, meeting announcements, and minutes in accordance with established procedures.

- D2. Prepare and maintain documentation necessary for the Board to consider in granting requests for retroactive +coverage.
 - D3. Investigate retroactive coverage requests and make recommendations to the Board.
 - D4. Notify providers of actions taken by the Board regarding retroactive coverage requests.
 - D5. Prepare information and documentation for the Board's review of any issues arising, which require legal review and board decision.
- 5% E. Prepare special reports using data gathered through the certificate filing process.
- E1. Prepare routine reports on the status of noncompliance of providers with certificate filing procedures.
 - E2. Respond to the Board's request for reports on various providers participation in the Fund.
 - E3. Report to Fund administrator monthly or sooner in an emergency, indicating problems or necessary changes in computer programs and schedules needed to monitor compliance.
 - E4. Respond to legislative inquiries and prepare data for fiscal notes for changes in statutes and rules, as requested.
 - E5. Prepare semiannual reports on the status of licensed providers who have claimed an exemption status with the Fund.
- 5% F. Assist in day-to-day operational duties of the Fund.
- F1. Learn duties of other Fund staff as directed to provide back-up assistance to other positions as needed.
 - F2. Assist other positions as needed, as time permits.
 - F3. Other duties as assigned.

Knowledge, Skills, and Abilities

1. Knowledge of data collection and analysis procedures, techniques, and monitoring theories.
2. Knowledge of administrative rule process, contract specifications and statutory administration.
3. Effective oral and written communication.
4. Demonstrated skill of computer software packages such as Microsoft Suite.
5. Considerable knowledge of computer systems, data storage, retrieval, and systems design.
6. Knowledge of basic business principles in the insurance industry.
7. Knowledge of healthcare liability insurance.
8. Considerable skill in summarizing and presenting legal and financial information, verbally and in writing, to groups with varying levels.